

- S900 Special Postal Services
- S910 Security and Accountability

S919 Signature Confirmation

Summary S919 describes Signature Confirmation, the classes of mail that may include this service, and the retail and electronic delivery options.

1.0 BASIC INFORMATION

Description
1.1 Signature Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt. A delivery record, including the recipient's signature, is maintained by the USPS and is available, via fax or mail, upon request. No acceptance record is kept at the office of mailing. Signature Confirmation service is available only at the time of mailing. Signature Confirmation service does not include insurance.

Eligible Matter
1.2 Signature Confirmation is available for Priority Mail and Package Services.

Ineligible Matter
1.3 Signature Confirmation service is not available for the following:

- a. Mail addressed to APO/FPO destinations or to United States territories, possessions, and freely-associated states listed in [G011](#) (except for Puerto Rico and U.S. Virgin Islands, to which service is available).
- b. Mail paid with precanceled stamps.

Service Options
1.4 The two Signature Confirmation service options are:

- a. Retail option: Available at post offices at the time of mailing. A mailing receipt is provided. Mailers can access delivery information over the Internet at www.usps.com or by calling 1-800-222-1811 toll-free and providing the article number.
- b. Electronic option: Available to mailers who apply identifying barcodes to each piece, establish an electronic link with the Postal Service to exchange acceptance and delivery data, provide an electronic file of Signature Confirmation pieces that are entered for mailing, and retrieve delivery status information electronically. No mailing receipt is provided. Mailers can access delivery information over the Internet at www.usps.com or through their electronic file. Requests for delivery records can be made over the Internet or by calling 1-800-222-1811 toll-free and providing the article number.

Fees and Postage
1.5 The applicable Signature Confirmation fee in [R900](#) must be paid in addition to the correct postage. The fee and postage may be paid with postage stamps, meter stamps, or permit imprint.

Additional Services
1.6 The following special services may be combined with Signature Confirmation if the applicable standards for the services are met and the additional service fees are paid:

- a. Collect on delivery (COD).
- b. Insurance.
- c. Registered mail.
- d. Restricted delivery (if purchased with insurance for more than \$50, COD, or registry service).

e. Special handling.

Where to Mail
1.7 A mailer may mail articles with retail option Signature Confirmation at a post office, branch, or station, or give articles to a rural carrier.

Firm Sheets
1.8 If three or more articles are presented for mailing at one time, the mailer may use Form 3877, *Firm Sheets*, provided by the Postal Service at no charge, or privately printed firm sheets. Privately printed or computer-generated firm sheets that contain the same information as Form 3877 may be used if approved by the local postmaster. The mailer may omit columns from Form 3877 that are not applicable to Signature Confirmation mail. Required elements are the package identification code (PIC), 5-digit destination ZIP Code, and applicable fees. If the mailer wants the firm sheets receipted by the Postal Service, the mailer must present the books with the articles to be mailed at a post office. The sheets of the books are the mailer's receipts. All entries made in firm sheets must be made by typewriter or ink. Alterations must be initialed by the mailer and accepting postal employee. All unused portions of the addressee column must be obliterated with a diagonal line. A receipt is required for refund requests.

Signature Waiver
1.9 Customers who waive the signature requirement must accept the delivery employee's signature and date of delivery as proof of delivery. Customers who waive the signature requirement will be provided only the date of delivery in the delivery record, unless a special request for the delivery employee's signature is made. For retail labels, detach both parts of the gummed label and attach to the mailpiece. Waiver of signature is not available when Signature Confirmation is combined with other special services.

2.0 LABELS

Types of Labels
2.1 Mailers may use one of the three Signature Confirmation label options shown in the exhibits below. Additional information may be found in Publication 91, *Confirmation Services Technical Guide*. The three labels are as follows:

- a. Form 153, obtained from the post office at no charge. This form may be used only with the retail option ([Exhibit 2.1a](#)).
- b. USPS Label 315, available at no charge to electronic option mailers ([Exhibit 2.1b](#)).
- c. [\[7-1-01\]](#) Privately printed barcoded labels that meet the requirements in [2.0](#) and [3.0](#) (see [Exhibit 2.1c](#)). On the Priority Mail label, mailers must use the registered trademark symbol following the Priority Mail text or add the following statement at the bottom of the label in at least Helvetica 6-point type: "Priority Mail is a registered trademark of the U.S. Postal Service."

Form 153
Exhibit 2.1a

Label 315
Exhibit 2.1b

Privately Printed Label
Exhibit 2.1c

Label Placement
2.2

The barcoded label section of Label 315 or Form 153 must be placed either above the delivery address and to the right of the return address or to the left of the delivery address. A privately printed Signature Confirmation label that is separate from a privately printed address label must be placed in close proximity to the address label. In all cases, the entire Signature Confirmation label must be placed on the address side of the mailpiece and not overlap any adjacent side.

3.0 BARCODES

Symbology
3.1

Labels printed by mailers must meet the following symbology requirements:

- a. Mailers printing their own barcodes and using the retail option (1.4a) must print their barcodes using Automatic Identification Manufacturers' (AIM) Uniform Specifications for USS Code Interleaved 2 of 5.
- b. Mailers printing their own barcodes and using the electronic option (1.4b) must use one of the following barcode symbologies: UCC/EAN 128, USS Code Interleaved 2 of 5, USS Code 39, or USS Code 128. Each barcode must represent a unique Package Identification Code (PIC) as specified in 3.2. The barcodes must meet the specifications in Publication 91.

**Package
Identification Code
(PIC)**
3.2

Each barcode symbology must represent a unique PIC:

- a. For UCC/EAN 128, each barcode must represent a unique PIC and be made up of five fields totaling from 16 to 22 characters. Additional information and specifications can be found in Publication 91. The five required data fields are:
 - (1) Application Identifier (AI): two characters; identifies the barcode as a postal barcode.
 - (2) Service Type Code (STC): two characters; identifies the type of product or service used for each item.
 - (3) Customer ID: nine characters; DUNS® number that uniquely identifies the customer.
 - (4) Package Sequence Number (PSN): variable from two to eight numbers.
 - (5) Modulus 10 Check digit: one character. See Publication 91 for use of the concatenated barcode for routing purposes.
- b. For USS Code Interleaved 2 of 5, USS Code 39, and USS Code 128, each barcode must contain a unique PIC and be made up of four fields totaling 20 characters. The four required data fields are fields 2 through 5 above with a fixed sequential number of 8 digits. Additional information and specifications can be found in Publication 91. These symbologies do not use an Application Identifier (AI).

Printing
3.3

Labels printed by mailers must meet the following specifications:

- a. [7-1-01] Each barcoded label must bear a return address and a unique Signature Confirmation PIC barcode as specified in 3.2. The text "USPS SIGNATURE CONFIRMATION" (if using retail service option as specified in 1.4) or "e/USPS SIGNATURE CONFIRMATION" (if using electronic service option as specified in 1.4 and the postage is evident on the mailpiece) must be printed between 1/8 inch and 1/2 inch above the barcode in minimum 12-point bold sans-serif type. Additionally, mailers approved for the electronic service option, at their discretion, may print the text "ELECTRONICRATE APPROVED #[D-U-N-S® NUMBER]" in minimum 8-point bold sans-serif type directly below the bottom horizontal identification bar (see Exhibit 3.3). Human-readable characters that represent the barcode ID must be printed between 1/8 inch and 1/2 inch under the barcode in minimum 10-point bold sans serif type. These characters must be parsed in accordance with Publication 91. A minimum 1/8-inch clearance must be maintained between

the barcode and any printing. The preferred range of widths of narrow bars and spaces is 0.015 inch to 0.017 inch. The width of the narrow bars or spaces must be at least 0.013 inch but no more than 0.021 inch. All bars must be at least 3/4 inch high. Minimum 1/16-inch bold bars must appear between 1/8 inch and 1/2 inch above and below the human-readable endorsements to segregate the Signature Confirmation barcode from other areas of the shipping label. The line length should extend across the width of the label but must extend the length of the barcode at a minimum (see [Exhibit 2.1c](#)). Only information relating to Signature Confirmation and other special services must be placed between these lines.

- b. Each barcode must meet the requirements in [3.1](#) for the type of service requested.
- c. Mailers must obtain Postal Service certification for each printer used to print barcoded Signature Confirmation labels. For certification, a mailer must forward for evaluation and approval 20 barcoded labels/forms generated by each printer to the National Customer Support Center (NCSC), Attention Barcode Certification (see [G043](#) for address). The Postal Service will issue the mailer a PS Form 3152, *Delivery Confirmation Certification*, for each printer certified. All barcodes must be in accordance with [2.0](#) and [3.0](#). Further certification instructions are included in Publication 91.
- d. Barcodes that do not meet specifications will not be accepted by the USPS. The USPS will contact the mailer if problems with the barcodes are found and will try to resolve the problem. The USPS may suspend a mailer's certification if electronic file quality does not meet specifications.
- e. Mailers who have previously received certification for label printing under the Delivery Confirmation program are not required to obtain any additional certification to use Signature Confirmation.

Electronic Service Option Identification Exhibit 3.3



Integrated Barcodes 3.4

An integrated barcode may be used by mailers printing their own barcodes and using the electronic service option. Mailers may combine Signature Confirmation and insurance into a single barcode on the shipping label and eliminate multiple labels and barcodes on packages. Mailers must still meet existing specifications in [3.1](#) and [3.2](#). Minor modifications allow users to request multiple special services on Priority Mail and Package Services. Two required changes are:

- a. Change the text above the barcode to identify the service requested. Exhibits are included in Publication 91.
- b. Change the service type code in the barcode to identify the class of mail and/or type of special services combined with Signature Confirmation. Additional information on the Service Type Code Matrix can be found in the Publication 91.

4.0 ELECTRONIC FILE TRANSMISSION

Mailers must meet the following standards for electronic file transmission:

- a. Publication 91 contains specifications for electronic file transmission. A test file transmission must be uploaded and approved before mailings begin. Upon certification, USPS will issue to the mailer a Form 3152, *Delivery Confirmation Certification*.
- b. Mailers using the electronic option will be required to transmit a file with a unique record for each article mailed. The USPS may suspend a mailer's certification if the electronic file quality does not meet specifications. In addition, USPS acceptance units will be notified to charge the customer the retail option Signature Confirmation fee.
- c. Mailers who have previously received certification for electronic file transmission under the Delivery Confirmation program are not required to obtain any additional certification for Signature Confirmation service use.
- d. Mailers using the electronic option are required to include additional fields in the electronic file when planning to use the integrated barcode. For more information, consult Publication 91.

5.0 ACCEPTANCE

Customers must meet the following requirements when presenting electronic option Signature Confirmation mail for acceptance:

- a. Presorted or permit imprint mailings containing pieces for which fees are paid for Signature Confirmation service must be presented to a post office business mail entry unit (BMEU), detached mail unit (DMU) at the mailer's plant, bulk mail center or auxiliary service facility business mail entry unit, or other postal facility capable of properly verifying the mailing and at which the mailer has obtained the necessary permits or license and paid any applicable mailing fee.
- b. Mailers who use the electronic option must submit a completed Form 3152 with each mailing. Each Form 3152 must contain the electronic file number or barcode equivalent, date of mailing, and, if available, the total number of pieces by class of mail. The barcode format must comply with standards in Publication 91.